

	Term	Definition ¹
A	Accountability	Means of regularly facing the truth about the gap between an individual's, team's, or agency's intention and their actual behavior.
	Activity	Process, function or task that occurs over time and has recognizable results. Activities combine to form business processes.
	Adopter	One who becomes a user of new knowledge or an innovation and goes on using the knowledge.
	Affinity	Discovered relationship between a person and a topic, or taxonomy category area.
	AJAX	Asynchronous JavaScript and XML.
	Analysis	Process of manipulation and accessing data to turn data into knowledge.
	ASTD Glossary	See Learning Circuit Glossary , compiled by Eva Kaplan-Leiserson.
	Asynchronous	Description of objects or events not coordinated in time. In a discussion database, it pertains to a comment can be posted independently of other comments.
	ATOM	XML-based document format and HTTP-based protocol designed for the syndication of Web content such as weblogs and news headlines to Web sites as well as directly to user agents.
B	Backbone	Part of a network that connects other networks together.
	Balanced Score Card	Set of financial and non-financial measurements that indicate the operational effectiveness of an organization.
	Baseline	Current condition that exists in a situation. It is usually used to differentiate between a current and a future representation.
	Benchmarking	The process of using a product or service as a standardized reference point against which similar products or services are measured. Use of an industry or government standard.
	Best Practice	Process or experience that an organization has found to be superior to others. See Good Practice.
	Blog	Small, regularly updated on-line journal, usually kept by an individual, in which the writer comments on any range of topics and provides links to related resources. These journals enable individuals and organizations to share information with their customers, partners, and employees. A consistent record of a conversation.
	Boundary	Employee who crosses an organization's function, hierarchy, location, or structure

¹ This glossary was obtained from a NASA wiki that is no longer operational. The JPL Office of the Chief Knowledge Officer (OCKO) does not attest to the accuracy of these definitions.

	Spanner	to share knowledge with others.
C	Card Sorting	Method for discovering the latent structure in an unsorted list of statements or ideas.
	Change Agent	Person who influences others to effect change in an organization.
	Chat	Instant, synchronous exchange of knowledge.
	Chat Room	Virtual space where a chat session takes place.
	Clumping	Organizing knowledge, information, or data around decision points to promote efficient and effective decision-making.
	Clustering	Categorizing data, information, or knowledge by similarities when bringing related information together to help users to find it.
	Collaboration	Working together with others in some work-related undertaking.
	Collaborative Tools	Tools that enable sharing of knowledge across time and distance. These tools may enable both structured and free-flow sharing of knowledge and good practices. Transcripts of the use of these tools may be incorporated into a knowledge base for future use.
	Communications Channel	Pathways people use to send and receive communications. They can be formal, informal, technological, human, individual, and organizational, and are frequently connected through networks.
	Community of Interest	Group of people with a common interest, which does not necessarily relate to their day-to-day work.
	Community of Practice	Group of people who share common work practices and who do not, however, constitute a formal work team. Communities of practice generally cut across organizational boundaries and help create and share knowledge.
	Community	Voluntary group of people mutually engaged in actions and have a shared sense of identity.
	Competition	Rivalry in business as for customers or markets.
	Content Management	Enterprise-wide system that provides meaningful and timely information to users by identifying, collecting, categorizing, and refreshing content using a common taxonomy.
	Content Object Repository Discovery and Registration Architecture (CORDRA)	Open, standards-based model for how to design and implement software systems for the purposes of discovery, sharing and reuse of learning content through the establishment of interoperable federations of learning content repositories.
	Content Steward	Person responsible for improving the management of an organization's knowledge assets, driving new processes and promoting behaviors for creating higher-quality information and sharing knowledge.
	Content	Data, information, and knowledge (including processes and procedures), which are important to the organization.
	Context	Relevant environment surrounding information or knowledge that enables people to interpret and explain that information or knowledge.

	Cooperation	Working together with others for a common purpose.
	Core Competencies	Complex set of skills, knowledge, and resources that span the organization, yield a sustainable competitive advantage in the marketplace, and permeate the organization's culture. Core competencies evolve over time and are based on specific "know-how."
	Corporate Knowledge	Collective body of experience and understanding of an organization's processes for managing both planned and unplanned situations.
	Corporate Yellow Pages	Listing of individuals, their expertise, and contact information.
	Crawler	Internet- or intranet-based query through documents to derive meaning, value, and relationships among people and content. Usually displays query results within a portal. See Knowledge Portal.
	Crowdsourcing	Neologism for a business model in which a company or institution takes a job traditionally performed by a designated agent (usually an employee) and outsources it to an undefined, generally large group of people in the form of an open call over the Internet.
	Customer	Actual or potential user of the organization's products or services. See Network.
	Customer Capital	Value of an organization's relationships with the people with whom it does business, or the value of its [the company's] franchise, its ongoing relationships with the people or organizations to which it sells.
D	Dashboard	Graphical representation showing the status of any process.
	Data	Facts suitable for communication, interpretation, or processing by people or technology.
	Data Mining	Use of automated data analysis techniques to uncover previously undetected relationships among data items. Data mining often involves the analysis of data stored in a data warehouse.
	Data Warehouse	Centralized database that captures information from various parts of an organization's business processes, which can later be analyzed to determine predictive relationships through the use of data mining techniques.
	Database	Collection of information organized into interrelated tables of data and specifications of data objects.
	Decision Support System (DSS)	Software application that analyzes business data and presents it so that users can make business decisions more easily.
	Digital Bread Crumbs	Pockets of knowledge and expertise that exist in an organization or with an individual.
	Discontinuity of Knowledge	Phenomenon that occurs when experienced knowledge workers move from one position to another position (inside or outside an organization) without having adequate time or KM facilities to transfer their tacit knowledge to coworkers.
	Discussion Database	On-line, threaded series of questions, answers, and comments posted by participants.

	Distant Learning	Incorporation of video and audio technologies so that students can “attend” classes and training sessions presented at remote locations.
	Document Management	Electronic storage, retrieval, tracking, and administration of documents within an organization.
	Dog-Ear	Informal name for folding the corner of pages to mark where you are in a book, as opposed to using an actual bookmark. See Tag.
E	Early Adopters	In the change management life cycle, first small group to try out a new concept or product.
	Electronic Collaboration	People working together toward a specific goal through sharing and accessing knowledge from a Web browser, discussion forum, chat room, e-Mail, calendar, bookmark, address book, file, or presentation.
	Electronic learning (e-Learning)	General term used to refer to computer-enhanced learning.
	Enterprise Architecture Glossary of Terms	See http://colab.cim3.net/cgi-bin/wiki.pl?Enterprise_Architecture_Glossary_Of_Terms .
	Enterprise Directory	Single location for applications and users to quickly find information dramatically increased information sharing (locating), reduced cost in application development, and database and/or directory administration.
	Enterprise IQ	Sum total of the organization’s knowledge, including business and internal intelligence.
	Enterprise-wide	Action, activity, program, or effort such as a technology that is applicable across an entire organization.
	Entity	Representation of a set of real or abstract things (people, objects, places, events, ideas, combination of things, etc.) that are recognized as the same type because they share the same characteristics and can participate in the same relationships.
	Epistemology	Study of the nature and foundations of knowledge.
	Executive Information Systems (EIS)	Computerized system intended to provide current and appropriate information to support executive decision making for managers using a networked workstation. The emphasis is on graphical displays and an easy to use interface that present information from the corporate database. They are tools to provide canned reports or briefing books to top-level executives. They offer b reporting and drill-down capabilities. These tools must provide information in context to convert information to knowledge.
	Expertise Locator	Technology that crawls through a large knowledge base to locate expertise in documents and their authors and create profiles.
	Explicit Knowledge	Formal, codified knowledge contained within documents, best practices, and databases.
	eXtensible	XML-based language being developed specifically for the automation of business

	Business Reporting Language (XBR)	information requirements, such as the preparation, sharing, and analysis of financial reports, statements, and audit schedules.
	eXtensible markup language (XML)	W3C initiative that allows information and services to be encoded with meaningful structure and semantics that computers and humans can understand.
F	Federated Search	Utility that provides the ability to perform a single search across multiple back end repositories.
	Framing	Creation of a contextual environment for a question, problem, or situation, as the basis for human communications and understanding essential for knowledge transfer.
G	Gate Keeper	Person who controls the flow of information coming into a group.
	Goal	Future condition or performance level that an individual or an organization intends to attain.
	Good Practice	Any practice or experience effective in improving performance against predetermined measures.
	Governance	Act, process, or exercise of authority and control including the persons who make up a governing body to administer such actions.
	Ground Truth	Complex reality of authentic experience, as opposed to generalities, theoretical models, and official pronouncements.
H	Heuristic	Rule of thumb that involves or serves as an aid to learning, discovery, or problem solving by experimental and especially trial-and-error methods. Of or relating to exploratory problem-solving techniques that utilize self-educating techniques (as the evaluation of feedback) to improve performance.
	Human Capital	All the expertise, experience, capability, capacity, creativity, or adaptability possessed by the employees in an organization. It is heavily influenced by their tacit knowledge.
	Hypertext Markup Language (HTML)	Authoring software language used on the Internet's World Wide Web.
	Hypertext Transfer Protocol (HTTP)	Actual communications protocol that enables Web browsing.
	Implicit Knowledge	See Explicit Knowledge.
I	Indicator	Numerical information that quantifies input, output, and performance dimensions of processes, products, services, and the overall personal or organizational outcomes.

	Information Architecture	Art and science of organizing information to help people effectively fulfill their information needs. Information architecture involves investigation, analysis, design and implementation.
	Information	Data that is categorized, calculated, condensed, organized, or grouped with increased meaning.
	Infostructure	Intellectual content, facilities, information services, and technical systems provided in support of learning, teaching, research, and administration by information resources and information technology.
	Instant Messaging	Synchronous exchange of messages, including audio and video.
	Intellectual Capital	Intangible intellectual assets of an organization, including human, social, and corporate capital. See Knowledge.
	Internet	Worldwide network of computer networks that use network protocols to facilitate data transmission and exchange.
	Intranet	Organizational network of computer networks that use network protocols, accessible only by the organization's staff and authorized contractors. An intranet's Web sites look and act just like any other Web sites, but the firewall surrounding an intranet fends off unauthorized access. Like the Internet itself, intranets are used to share information and afford secure access to the organization's resources.
	ITIL.org Glossary	See http://www.itil.org/en/shortcuts/glossarinhalt/glossaralle.php .
J	Java 2 Platform, Enterprise Edition (J2EE)	Version of Java for developing and deploying enterprise applications.
	JavaScript	Scripting language produced by Netscape for use within HTML Web pages.
	Just-in-Time Knowledge	Based on the premise that knowledge is too dynamic to be dumped and stored in bulk, this method ensures that stored knowledge is usable and relevant to users. Tools used include expertise location, subject flagging, social insect models, oral histories, and knowledge exchanges. Knowledge that is available to a user at the particular time they need to make a decision or act on a situation.
	Just-in-Time Learning	Structured learning that takes place without the need for the physical presence of an instructor. It uses various media, e.g., CD-ROMs, videotapes, correspondence courses, and the Internet.
K	Knowledge	Fluid mix of experience, values, intelligence, insight, and inspiration that provides a framework for decision-making.
	Knowledge-Based Economy	Economy based on ideas, innovation, and intellectual property.
	Knowledge-Based	Body of people working together whose functions revolve around knowledge of workers and knowledge embedded in artifacts and processes. Such an

	Organization	organization promotes the creating, sharing, and applying of knowledge among its workers and with its customers and suppliers to achieve a specific goal, e.g., to fulfill a mission or address stakeholder needs.
	Knowledge Artifact	Variety of forms that embody knowledge, including documents, conversations, pictures, thoughts, software, e-Mail messages, data sets, winks and nods, and whatever else is used to represent meaning.
	Knowledge Audit	Tool by which to understand an organization's current and future knowledge needs and gaps.
	Knowledge Base	Stored knowledge of employees of an organization that can be accessed by others.
	Knowledge Broker	Someone or something that brings together seekers and sources of knowledge.
	Knowledge Centric Organization	Organization that identifies its critical knowledge needs and builds methods and processes to fulfill those needs.
	Knowledge Codification	Process of converting knowledge into accessible and effective formats.
	Knowledge Creation	Activities associated with the entry of new knowledge into a system, including knowledge development, discovery, and capture.
	Knowledge Discovery	Nontrivial process that gleans new, understandable, interesting, and potentially useful information from stored data. Knowledge discovery is a means of extending limited human capabilities by using computer capabilities to analyze large, often complex datasets in order to understand more information than could have been previously extracted using conventional means.
	Knowledge Ecology	Interdisciplinary field of management focused on the relational, social, and behavioral aspects of knowledge creation and use. Field that focuses on discovering better social and technical conditions for knowledge creation and use.
	Knowledge Economy, The	System of creating wealth through the efforts of knowledge workers (in contrast to one based on manufacturing or agriculture). Economy where the primary means of wealth creation is based upon the effective use of intangible assets, such as brand, intellectual property, and research and development.
	Knowledge Flow	Set of processes, events, and activities through which data, information, knowledge, and meta knowledge is transformed from one state to another.
	Knowledge Gap	Difference between what employees know and what an organization needs to know to carry out its mission.
	Knowledge Half-Life	Point at which the acquisition of new knowledge is more cost-effective and offers greater returns than the maintenance of existing knowledge.
	Knowledge Identification	Process of analyzing and describing an organization's existing knowledge environment.
	Knowledge Intermediary	Person who helps connects individuals in an organization to either explicit or tacit knowledge (overarching description that encompasses Knowledge Broker,

		Knowledge Researcher, and Knowledge Steward).
	Knowledge Management	Discipline that seeks to improve the performance of individuals and organizations by maintaining and leveraging present and future value of knowledge assets, encompassing both human and automated activities. Process an organization uses to optimize its intellectual capital to achieve organizational objectives.
	Knowledge Management and Information Technology Glossary	See http://www.dau.mil/pubs/misc/know-it.asp
	Knowledge Management Glossary	See http://www.knowledgepoint.com.au/starting_out/glossary.html See http://www2.sims.berkeley.edu/courses/is213/s99/Projects/P9/web_site/glossary.htm See http://www.who.int/kms/KM_Glossary_06.pdf
	Knowledge Map	System that displays and maintains relevant content categories and their appropriate relationships that can easily be searched or browsed by users.
	Knowledge Mapping	Process that provides a “picture” of the knowledge an organization needs to support business processes.
	Knowledge Maven	Subject matter expert.
	Knowledge Portal	Fully searchable Internet- or intranet-based access to multiple applications, knowledge bases, and information sources (including an expertise locator) through a single user interface.
	Knowledge Repository	Searchable database of artifacts.
	Knowledge Researcher	Individual who is responsible for searching, retrieving and delivering knowledge that is in explicit or codified form.
	Knowledge Retention	Activities that preserve knowledge and allow it to remain in a system once introduced, including activities that maintain the viability of the knowledge.
	Knowledge Sharing	Exchange of ideas and experiences between two or more individuals.
	Knowledge Steward	Individual whose responsibility is to convert tacit knowledge to explicit knowledge that can be more easily codified. Person who interviews a project team and then captures and summarizes the learning from that session.
	Knowledge Transfer	Activities associated with the flow of knowledge from one party to another, including communications, translation, conversion, filtering, and rendering.
	Knowledge Use	Activities and events connected with the application of knowledge to business processes.
	Knowledge	Employee whose key assets and contributions to the organization are derived

	Worker	from her or his knowledge.
	Learning	Acquisition of knowledge or skill.
	Learning Management System (LMS)	Software package that enables the management and delivery of on-line content to learners.
	Learning Organization	Organization that recognizes learning as a renewable resource and worthy of continual investment.
	Legacy System	Existing information system and/or database that may or may not be migrated to a new system that uses newer technology for more efficient and effective delivery.
	Lessons Learned	Good work practice or innovative approach that is captured and shared to promote repeat applications or an adverse work practice or experience that is captured and shared to avoid a recurrence.
	Lurker	Person who stays hidden but desires access to a community of practice space without contributing to its knowledge base.
M	Mash-up	Web site or Web application that uses content from more than one source to create a completely new service.
	Measure	See Indicator.
	Meta Knowledge	Knowledge about knowledge, about where it is located, or who possesses it.
	Metadata	Data about the data itself, including its origin, size, formatting, or other characteristics, which is essential to understanding the contents of a data warehouse.
	Mission	Overall function of the organization: what is this organization attempting to accomplish?
N	Network	Connected group of individuals who use their connections to gain access to power, information, knowledge, and to other networks. See Community.
	Network-centric	Refers to the use of networked technology to deliver information and data electronically.
O	ODF	Open Document Format for office productivity applications.
	Ontology	Controlled vocabulary that describes objects and the relations between them in a formal way, and has a grammar for using the vocabulary terms to express something meaningful within a specified domain of interest.
	Organizational Story	Detailed narrative of past management actions, employee interactions, or other intra-organizational events that are communicated informally with the organization. See Storytelling.

N	Performance Measure	Indicator that can be used to evaluate quality, cost, or cycle time characteristics of an activity or process usually against a target or standard value.
	Performance Projections	Estimate of future performance or goals for future results.
	Podcasting	Audio content that is delivered via an Real Simple Syndication feed presenting a downloadable or streaming file.
	Portal	Web site that provides an entry point to multiple, related sites.
	Process	Systematic series of actions directed to some end.
	Proven Practice	See Good Practice.
	Pull	Action by the end user to bring data, information, or a Web page into her or his electronic environment.
	Purpose	Fundamental reason that an organization exists.
R	Push	In client/server applications, “pushing” is sending data to a client without the client requesting it. The World Wide Web is based on a pull technology where the client browser must request a web page before it is sent. Broadcast media, on the other hand, are push technologies because they send information out regardless of whether anyone is tuned in.
	Real Simple Syndication (RSS)	Format for syndicating news and other content.
	Repository	Mechanism for storing any information that has to do with the definition of a system at any point in its life cycle. Repository services would typically be provided for extensibility, recovery, integrity, naming standards and a wide variety of other management functions.
	Representative	Person who facilitates the flow of information leaving a group.
S	Resource	Object in competition with another like object. A resource is a scarce object.
	Search Engine	Software that helps a person find a piece of information. A public search engine such as Google uses programs that visit each web site on the Internet and copy each page into a database on its server. A user then asks the program to look through the database for a word the user enters. The programs that visit each site are called spiders or robots, and visiting each site is called crawling.
	Semantic Web	Web where information can be “understood” by machines as well as humans.
	Service-Oriented Architecture (SOA)	Collection of services that communicate with each other. The services are self-contained and do not depend on the context or state of the other service. They work within a distributed systems architecture.
	Sharable Content Object Reference Model (SCORM)	Collection of standards and specifications for Web-based e-Learning. It defines communications between client side content and a host system called the run-time environment (commonly a function of a Learning Management System).
	Social Capital	Norms and social relations embedded in social structures that enable people to coordinate action to achieve desired goals.

		Stock of active connections among people: the trust, mutual understanding, and shared values and behaviors that bind members of communities and make cooperative action possible.
	Social Computing	Technology that supports social interaction through groups, organizations, communities, and societies. Examples include voice mail, Chat, and Blog. Social computing relies on social identity to give credibility to information through social concepts such as trust, accountability, roles, and ownership.
	Social Network	Relationships based on shared knowledge requirements, the willingness to solve problems together, and an atmosphere of emotional safety.
	Special Interest Group	Group of people interested in a subset of a knowledge area covered by a community of practice or a community of interest.
	Spider	See Crawler.
	Stakeholders	Groups that are or might be affected by an organization's actions and successes.
	Storytelling	Ancient and innate behavior that facilitates knowledge development and transfer by developing a relationship through a shared experience. See Organizational Story .
	Stovepipe	Type of organization that limits the flow of data, information, and knowledge to within its boundaries, without sharing it with other organizations.
	Strategic Challenges	Pressures that exert a decisive influence on an organization's likelihood of future success.
	Strategic Objectives	Organization's articulated aims or responses to address major change or improvement, competitiveness issues, business advantages, or unforeseen changes in the marketplace.
	Successful Practice	See Good Practice.
	System Development Life Cycle (SDLC)	Methodology used to develop, maintain, and replace information systems.
T	Tacit Knowledge	Informal, experiential, knowledge that exists within employees' heads or organizational memory.
	Tag	Type of Metadata involving the association of descriptors with objects.
	Taxonomy	Structured set of names and descriptions used to organize documents, enabling retrieval and sharing of data, information, and knowledge.
	Team	Number of persons associated in the performance of a task.
	Threaded Discussion	Asynchronous group discussion through individual postings for view on the Web by members of a group. Participants can come into the discussion at will, see all postings, and respond to any or all of them.
	Training	Formal instructions to make people proficient or qualified.
	Trust	Firm belief or confidence in the honesty, integrity, reliability and justice of a person

		or a group.
V	Verification	Process of consulting a trusted ally to ensure the reasonableness or soundness of a decision (grounding a decision using implicit knowledge).
	Virtual	Indicated simulation technology that enables the user to cross boundaries and experience something without needing its physical presence, as virtual theme parks, virtual communities.
	Virtual Collaboration	Two or more people working together in real-time over a network or the Internet using shared screens, shared whiteboards, or video conferencing.
	Virtual Organization	Group of people who only meet online for common purpose or endeavor.
	Virtual Team	Three or more dispersed people working on the same common goal using information technology. The goal or project may be a product or service. The technology may range from simple e-mail to advanced digitized design. The team electronically shares the same information, concurrently when necessary. The team works effectively together trusting other members that they may never meet. The short definition is moving work to people.
	Vision	Desired future state of an organization, describing where the organization is headed, what it intends to do, or how it wishes to be perceived.
W	Water Cooler Effect	Informal method for sharing knowledge, generally referring to random interactions among people.
	Web Browser	Software application used to locate and display Web pages. The two most popular browsers are Netscape Navigator and Microsoft Internet Explorer. Both of these are graphical browsers that can display graphics as well as text. In addition, most modern browsers can present multimedia information, including sound and video, though they require plug-ins for some formats.
	Web-Enabled	Use of technology to run efficient programs and services, including an intranet, over the Internet.
	Web Conferencing	See Threaded Discussion.
	Web Log	See Blog.
	Whiteboarding	Synchronous sharing of an application.
	Wiki	Website that allows users to add content while allowing anyone to edit the content. Collaborative software used to create an editable Website.
	Wireframe	Grayscale block diagram that illustrates the overall navigation and the blocks of elements such as content, functionality, and the like that will go on the screen.
	Wisdom	Ability to use knowledge with discretion.
	Workflow	System whose elements are activities, related to one another by a trigger relation, and triggered by external events, which represent a business process starting with

		a commitment and ending with the termination of that commitment.
--	--	--